

Department of State Treasurer Key Operational Metrics

Communications	Press hits	Number of stories mentioning Treasurer, impact of DST
Communications	External events	Tracked by division, region, frequency
Communications	Treasurer travel	Tracked by region frequency
Communications	Email distribution	Tracked by list size, open rate, frequency
Communications	Records requests	Tracked by turnaround time, size
Communications	Media log	Log off all press calls/inquiries
Communications	Collateral	List of all collateral by date/division
Financial Operations	Departmental Accounting	Number of business days after month end to certify previous month's financial data with OSC
Financial Operations	Departmental Accounting	Meeting 100% of all internal and external deadlines related to financial reporting each month
Financial Operations	Departmental Accounting	No FOD findings in audits including CAFR and other financial related audits
Financial Operations	Departmental Accounting	Number of days of the 7 day turnaround requirement for payments to employees
Financial Operations	Departmental Accounting	Number of days of the 2 day turnaround requirement for processing BDAs
Financial Operations	Statewide Accounting	100% timely processing of debt payments
Financial Operations	Statewide Accounting	100% timely submission to IMD for monthly and quarterly financial statements
Financial Operations	Statewide Accounting	100% timely funding for all retirement payouts
Financial Operations	Statewide Accounting	100% timely submission of State Health Plan monthly and quarterly financial statements
Financial Operations	Statewide Accounting	Funding of weekly net claim payment by second business day of receipt of Net Disbursement Report
Financial Operations	Departmental Accounting	Track timing of OSBM to process DST requests within 10 days
Financial Operations	Departmental Accounting	95% timely submission of time reporting in BEACON each week
Financial Operations	Departmental Accounting	Timely funding of escheats payments within four days
Financial Operations	Departmental Accounting	90% timely submission of invoices to FOD by DST divisions
Financial Operations	Banking	Timely monthly reconciliation of budget codes between CMCS and Flexcube
Financial Operations	Banking	Timely processing of daily BAI file by 8:45am
Financial Operations	Banking	Timely releasing of cash flow spreadsheet to IMD by 10:30am
Financial Operations	Procurement & Contracting	Response time from DOA on DST requests
Financial Operations	Procurement & Contracting	Response time from DIT on DST requests
Financial Operations	Procurement & Contracting	Timely processing of non-IT E-procurement requisitions within two state business days of request
Financial Operations	Procurement & Contracting	Timely requisitioning of IT related goods and services up to \$25,000 in the E-Procurement system within three state business days of requests
Information Technology	IT Management	Helpdesk Ticket Count
Information Technology	IT Management	Average Response Time in Hours
Information Technology	IT Management	Average Time to Close Tickets
Information Technology	IT Management	Tickets with a Service Rating
Information Technology	IT Management	Percent of Tickets with Service Rating
Information Technology	IT Management	Average Ticket Rating
Information Technology	IT Management	Helpdesk Tickets by Category and Priority In SLA Range and Outside of SLA Range.
Information Technology	Security	Unhandled Malware
Information Technology	Security	Domain/Enterprise Admin Group Membership
Human Resources	Talent Acquisition	Vacancy Report
Human Resources	Talent Acquisition	Turnover Report
Human Resources	Talent Management	Annual Performance Evaluations
Human Resources	Talent Management	Employee Engagement
Human Resources	Total Rewards	Compensation Ratio compared to market rates
Human Resources	Total Rewards	Leave of absence reports
Human Resources	Total Rewards	Payroll processing reports
Internal Audit	Internal Audit	Complete at least six audits by end of fiscal year. (supports all strategic goals)
Internal Audit	Internal Audit	Meeting 100% of deadlines to OSBM – reports within 10 days, audit plan or update by September 30, Charter once revised. (supports strategic goal 2)
Internal Audit	Internal Audit/Compliance	At least 40 hours of CPE for each staff member – 20 related directly to audit (Internal Audit only) (supports strategic goal 4)
Internal Audit	Internal Audit	Receive at least 90% positive response on customer surveys. (supports strategic goal 3)
Internal Audit	Internal Audit	At least 80% of Open Issues followed up within 60 days of expected completion date. (effective March 2016) (supports strategic goal 3)
Internal Audit	Compliance	Add a Compliance Section to the Internal Audit internal website and populate with information that would be helpful to DST staff by January 1, 2017. (supports strategic goal 2)
Internal Audit	Compliance	Implement Seven Elements of Effective Compliance Program including hotline by July 1, 2017. (supports strategic goal 3)
Investment Management	Total Fund Management	Returns relative to benchmarks for total fund and asset classes. DST Strategic Plan has high level metrics applicable to the NCRS.
		A. Risk Standards and Metrics. To help achieve the investment objectives, IMD will monitor risk measurements against certain standards over various time horizons. Monitoring will occur with ex post and ex ante measurements utilizing various risk systems and vendors. It is understood that there will be periods during which the Fund's risk profile will deviate from the standards due to market events and/or active positioning. An IMD Risk Budget Policy will be adopted by the Treasurer to further define monitoring standards, escalation standards, and escalation processes, including, but not limited to the following:
		1. Annual volatility of Fund returns of 10%
		2. Sensitivity of annual Fund returns to global stock market returns; i.e., equity beta of 0.60
		3. Sensitivity of annual Fund returns to inflation; i.e., inflation beta of 0.30
		4. Sensitivity of annual Fund returns to intermediate-term bond returns; i.e., intermediate U.S. Treasury bond return beta of 0.30
		5. Net of fees risk-adjusted returns; i.e., sharpe ratio of 0.40 and information ratio of 0.30
		6. Net employer and employee contributions as a ratio of Fund assets of -3%
		7. Level 1 liquidity; i.e., investments that take 3 days or less to exit have value equal to 70% of Fund
		8. Fund tracking error or active risk (TBD in Risk Budget Policy)
		B. Fund Rebalancing. A disciplined rebalancing policy is an important investment risk management tool that can occur through the ongoing natural cash flows of the Fund, relative valuation changes, and asset liquidations and transfers.
Investment Management		

Investment Management		1. Interim Rebalancing. Should the Portfolio allocation for either Investment Grade Fixed Income or Public Equity fall below or exceed a boundary of +/- 2% relative to its Target Allocation in Table 1 for a period exceeding five (5) business days, IMD shall produce and provide to the Treasurer a written memorandum describing a proposed rebalancing action. Outside Policy Range. Investment strategies or market conditions which result in a Portfolio allocation beneath the minimum or above the maximum listed in Table 1 for a period exceeding five (5) consecutive business days shall be reported to the Treasurer, together with a review of conditions causing the persistent deviation and a recommendation for subsequent investment action. In such a case, the Treasurer shall approve a transition plan for an orderly rebalancing.
Investment Management		2. Suspensions of Rebalancing. On occasion, it may not be prudent to immediately initiate rebalancing; for example, due to concerns about losses resulting from liquidation of investments or concerns that exceptional market volatility might require reversal of the action. Therefore, notwithstanding any other provision of this Policy, the Treasurer may authorize in writing a suspension of rebalancing. Any such written authorization shall cover a time period no more than 6 months long. At the end of that period, the Treasurer may authorize another 6 month suspension period if circumstances warrant.
Investment Management		3. IMD may utilize physical securities and derivatives, including options, to accomplish rebalancing to the extent otherwise consistent with applicable statutes and this Policy.
Investment Management	Total Fund Management (continued)	C. Cost-effectiveness. Cost-effectiveness will be proactively managed. IMD will regularly monitor the cost-effectiveness of the Fund's internal and external costs and expenses. Cost-effectiveness will be assessed relative to investment objectives, peers, industry benchmarks, and realized investment performance.
Investment Management		D. Liquidity. The liquidity of the Fund, including, but not limited to marketability of investments, cash flow from investments, net employer and employee contributions, capital commitments, and potential commitments will be regularly monitored. The holding periods and cash flows for the various investment vehicles may range widely. It is recognized that non-public market strategies are typically highly illiquid, in general only offering liquidity upon the realization or partial realization of an investment. The Fund will be diversified among investments with different degrees of liquidity.
Investment Management		E. Portfolio Allocations and Guidelines. Each Portfolio comprising the Fund has authorized allocations and guidelines to govern their operation and help manage risk and these are set out in Appendix 2. 1. IMD shall periodically review the Portfolio allocations and guidelines. Adjustments can be based on various factors including changing investment objectives, peer practice, market conditions, policy benchmarks, statutory revisions, expected returns/risks, and liquidity. 2. Due to market movements, active positioning, or exogenous factors, a Portfolio may deviate from authorized allocation ranges and will be rebalanced to the extent practicable and warranted by market
Investment Management		F. Compliance. IMD will implement regular and independent compliance procedures to ensure ongoing adherence with the requirements of NCGS §147-69.2, this Policy, other IMD policies, procedures, and guidelines and contractual guidelines. Statutory compliance requirements are detailed in Appendix 3.
Legal		IMD Transactions
Legal		Estimated damages avoided
Legal		Litigation matters under management
Legal		Litigation matters concluded
Legal		Instances of legal advice
Legal		Instances of legal counsel
Legal		Timeliness of response
Legal		Timeliness of update comm
Legal		Time spent in negotiation
Legal		Public records pages produced
Legislative	Legislative	Meet all designated drafting, filing, crossover deadlines. 100% requirement for all DST legislation
Legislative	Legislative	Meet all deadlines as determined by OSBM for submitting DST budget expansion items. 100% requirement for all DST budget item submissions to OSBM
Legislative	Legislative	Very High Success Rate in Enacting the Legislative Agenda.
Legislative		Low Complexity/Controversy bills 100% pass
Legislative		Moderate Complexity/Controversy bills 90-100% pass
Legislative		High Complexity, Controversy bills better than 75% pass
Legislative		DST budget. Keep cuts to minimum levels. 2% or less. Success in getting additional resources for Dept.
Legislative	Constituent Services	Timely response to all GA members and others initiating constituent service requests. Immediate response acknowledging all constituent requests. Immediate transfer to person responsible. Timely response rate as determined by complexity of the request. Need to gather information, etc.
Legislative	Requests for Information	Optimally, 48 hour turn-around time for time-sensitive requests from the General Assembly. A week for most other requests for information. 24 hour up front delivery of presentation materials to GA committee staff.
Legislative	Legislative	Very High Success Rate in stopping legislation deemed hostile to the vision or mission of the DST. 90-100% kill rate.
Legislative	Compliance	100% timely filing of SEI, Registration, and Spending Reports by each member of the legislative team to the Secretary of State's office. Deadlines as determined by Secretary of State.
Legislative	Information	Immediate transfer of key or time sensitive information to Treasurer and Senior Staff. 100% timely transfer.
Retirement Systems	Supplemental Retirement	Average Monthly Contribution
Retirement Systems	Supplemental Retirement	Active Participation Rate
Retirement Systems	Supplemental Retirement	Target Date Funds Utilization among New Members
Retirement Systems	Supplemental Retirement	Target Date Funds Utilization among All Members
Retirement Systems	Calculations	Total Number of Cost Calculations Completed
Retirement Systems	Calculations	Total Self Service Purchase Calculations
Retirement Systems	Calculations	Percent of Service Purchases Made - Rolling 12-month Average
Retirement Systems	Calculations	First Time Through Rate
Retirement Systems	Calculations	Average Days to Prepare Calculation
Retirement Systems	Core Accounting	Health Insurance Enrollment Forms Received
Retirement Systems	Core Accounting	Number of 6INTs Received (conversion from DRET to service retirement)
Retirement Systems	Core Accounting	Volume of Outbound Reclamations
Retirement Systems	Core Accounting	Volume of Inbound Reclamations
Retirement Systems	Core Accounting	Volume of Returns

Retirement Systems	Core Accounting	Volume of Cobra Guard Errors Checked
Retirement Systems	Core Accounting	TAT of Outbound Reclamations
Retirement Systems	Core Accounting	TAT of Inbound Reclamations
Retirement Systems	Death	Death Notifications Received
Retirement Systems	Death	Percent of Death Notifications Received Within 60 Days of Date of Death
Retirement Systems	Death	CDB Paid Amounts
Retirement Systems	Death	State/Local Death Benefit Amounts
Retirement Systems	Death	Active/Retiree LEO Separate Benefit Fund Amounts
Retirement Systems	Death	Average Number of Days to Close Death Workflow
Retirement Systems	Death	Percent of First Payments Made in 30 Days After DC Receipt
Retirement Systems	Death	Percent of First Payments Made in 45 Days After DC Receipt
Retirement Systems	Disability	Number of New Disability Applications Received
Retirement Systems	Disability	Number of Re-Exams Received
Retirement Systems	Disability	Number of New Benefits Initiated
Retirement Systems	Disability	Cases Reviewed by the Medical Board
Retirement Systems	Disability	New Cases Reviewed by the Medical Board
Retirement Systems	Disability	Re-Exams Reviewed by the Medical Board
Retirement Systems	Disability	Statements of Income Opened
Retirement Systems	Disability	Statements of Income Closed
Retirement Systems	Disability	Percent of Medical Board Cases Approved
Retirement Systems	Disability	Percent Incomplete Applications Received
Retirement Systems	Disability	Percent Cases Paid in Month Requested - All
Retirement Systems	Disability	Percent Cases Paid on Time if app rec'd 60 days prior - All
Retirement Systems	Disability	Percent Cases Paid in Month Requested - LT
Retirement Systems	Disability	Percent Cases Paid in Month Requested - EST
Retirement Systems	Disability	Percent Cases Paid in Month Requested - DRET
Retirement Systems	Disability	Percent Disability Cases Received 60+ Days in advance
Retirement Systems	Disability	Percent Disability Cases Received 30-59 Days in advance
Retirement Systems	Disability	Percent Disability Cases Received 0-29 Days in advance
Retirement Systems	Disability	Percent Disability Cases Received <0 Days in advance
Retirement Systems	Disability	LT/EST – Average TAT – App. Rcvd to Paid
Retirement Systems	Disability	DRET – Average TAT – App. Rcvd to Paid
Retirement Systems	Disability	ST/PLT – Average TAT - App. Rcvd to MB Review
Retirement Systems	Disability	App Rec'd To MB Review - All Cases
Retirement Systems	Disability	MB Approved to Paid - All Cases
Retirement Systems	Disability	Percent Offset Cases Completed >= 30 Days
Retirement Systems	Disability	Percent Offset Cases Completed >= 15 Days
Retirement Systems	Disability	Statement of Income Turnaround Time
Retirement Systems	Disability	Total Employer \$ Amount Reimbursed
Retirement Systems	Employer Reporting	Employer Reporting Calls Offered
Retirement Systems	Employer Reporting	Employer Reporting Calls Answered
Retirement Systems	Employer Reporting	Number of Defective Records
Retirement Systems	Employer Reporting	Completed Employer Requests for Record Rework
Retirement Systems	Employer Reporting	316s/Pink Sheet Refunds Opened
Retirement Systems	Employer Reporting	316s/Pink Sheet Refunds Closed
Retirement Systems	Employer Reporting	Total Contributions
Retirement Systems	Employer Reporting	Percent of Defective Records
Retirement Systems	Employer Reporting	Percent of Corrected Memberships - 2013
Retirement Systems	Employer Reporting	Percent of Corrected Memberships - 2014
Retirement Systems	Employer Reporting	Percent of Corrected Memberships - 2015
Retirement Systems	Employer Reporting	Percent of Correct Memberships - 2016
Retirement Systems	Employer Reporting	Percent of Errors Over 90 Days Old
Retirement Systems	Employer Reporting	Percent CSI remitted on time (payroll reporting from active employers)
Retirement Systems	Employer Reporting	316s/Pink Sheet Refunds TAT
Retirement Systems	Estimates	Number of ORBIT Self-Service Estimates Completed
Retirement Systems	Estimates	Number of ORBIT Self-Service NC 401(k)/NC 457 Estimates Provided
Retirement Systems	Estimates	Number of Manual Estimate Requests
Retirement Systems	Estimates	Number of Manual Estimates Completed
Retirement Systems	Estimates	First Time Through Rate
Retirement Systems	Estimates	Days to Complete an Estimate
Retirement Systems	Fire Rescue	Count of Fire/Rescue Purchase Calculations Received
Retirement Systems	Fire Rescue	Count of Fire/Rescue Purchase Calculations Completed
Retirement Systems	Fire Rescue	Fire/Rescue Calls Offered
Retirement Systems	Fire Rescue	Fire/Rescue Calls Answered
Retirement Systems	Fire Rescue	Fire/Rescue Retirements Received
Retirement Systems	Fire Rescue	Fire/Rescue Retirements Completed
Retirement Systems	Fire Rescue	Fire/Rescue Retirements Requested for this Month
Retirement Systems	Fire Rescue	Fire/Rescue Death Workflows Opened
Retirement Systems	Fire Rescue	Fire/Rescue Death Workflows Closed
Retirement Systems	Fire Rescue	Fire/Rescue Refund Workflows Opened
Retirement Systems	Fire Rescue	Fire/Rescue Refund Workflows Closed
Retirement Systems	Fire Rescue	Number of Fire/Rescue TADs Received
Retirement Systems	Fire Rescue	Number of Fire/Rescue TADs Posted
Retirement Systems	Fire Rescue	Fire/Rescue Retirements Paid in Month Requested
Retirement Systems	Fire Rescue	FR Phone Call Abandonment Rate
Retirement Systems	Fire Rescue	Average Speed of Answer (Min:Sec)
Retirement Systems	Fire Rescue	Fire/Rescue Retirement TAT
Retirement Systems	Fire Rescue	Fire/Rescue Death TAT
Retirement Systems	Fire Rescue	Fire/Rescue Purchase TAT
Retirement Systems	Fire Rescue	Fire/Rescue Refund TAT
Retirement Systems	Fire Rescue	Fire/Rescue TAD Turnaround Time

Retirement Systems	Fire Rescue	Percent of Fire/Rescue TADs Processed Within 1 Week
Retirement Systems	Imaging	Documents Scanned
Retirement Systems	Imaging	Pages Scanned
Retirement Systems	Imaging	Percent Corrections/Documents Imaged
Retirement Systems	Imaging	Average Workdays to Image a Workflow Batch
Retirement Systems	Imaging	Average Workdays to Image a Non-WF Batch
Retirement Systems	Imaging	Total Average Workdays per Batch
Retirement Systems	Imaging	Percent of WF Batches 1 Day or less
Retirement Systems	Imaging	Percent of all Documents Scanned in 1 Day or Less
Retirement Systems	Judicial-Legislative-ROD	Retirements Requested for this Month
Retirement Systems	Judicial-Legislative-ROD	Estimates Completed
Retirement Systems	Judicial-Legislative-ROD	Judicial Transfers Requested
Retirement Systems	Judicial-Legislative-ROD	Judicial Transfers Completed
Retirement Systems	Judicial-Legislative-ROD	Legislative Transfers Requested
Retirement Systems	Judicial-Legislative-ROD	Legislative Transfers Completed
Retirement Systems	Judicial-Legislative-ROD	Total Transfers Completed
Retirement Systems	Judicial-Legislative-ROD	Percent of Retirements Paid in Month Requested
Retirement Systems	Judicial-Legislative-ROD	Percent of Retirements received >= 60 days in Adv.
Retirement Systems	Judicial-Legislative-ROD	Percent of Retirements received 30-59 days in Adv.
Retirement Systems	Judicial-Legislative-ROD	Percent of Retirements received < 30 days in Adv.
Retirement Systems	Judicial-Legislative-ROD	Days to Complete a Judicial Estimate
Retirement Systems	Judicial-Legislative-ROD	Days to Complete a Transfer
Retirement Systems	Member Contact	Total Calls Offered
Retirement Systems	Member Contact	Total Calls Answered
Retirement Systems	Member Contact	Total Calls Abandoned
Retirement Systems	Member Contact	Average Phone Calls Answered per Day
Retirement Systems	Member Contact	Average Correspondence and Emails Answered per Day
Retirement Systems	Member Contact	Total Emails Received
Retirement Systems	Member Contact	Total Emails Answered
Retirement Systems	Member Contact	Average Number of Office Visitors per Day
Retirement Systems	Member Contact	Average Individual Counseling Sessions per Day
Retirement Systems	Member Contact	Employee Education Meetings
Retirement Systems	Member Contact	Average Number of Employee Attendees
Retirement Systems	Member Contact	Employer Education Meetings
Retirement Systems	Member Contact	Average Number of Employer Attendees
Retirement Systems	Member Contact	Webinars
Retirement Systems	Member Contact	Average Number of Webinar Attendees
Retirement Systems	Member Contact	Phone Call Abandonment Rate
Retirement Systems	Member Contact	Percent of Calls Answered in 30 sec or less
Retirement Systems	Member Contact	Answer Rate - Percent of offered
Retirement Systems	Member Contact	Average Speed of Answer - Min:Sec
Retirement Systems	Member Contact	Average response to Correspondence - Days
Retirement Systems	Member Contact	Average response to Create Requests - Days
Retirement Systems	Member Contact	Average Time in After Call Wrap-up
Retirement Systems	Member Maintenance	Number of Beneficiary Workflows Completed
Retirement Systems	Member Maintenance	Number of Member Maintenance Workflows Closed
Retirement Systems	Member Maintenance	Weighted Average of TAT - Member Maintenance Documents
Retirement Systems	Member Maintenance	Average TAT - Beneficiary Workflows
Retirement Systems	Member Surveys	Average Member Satisfaction – Member Services
Retirement Systems	Member Surveys	Average Member Satisfaction – Benefits Processing
Retirement Systems	Member Surveys	Average Member Satisfaction – Retirement Processing
Retirement Systems	Member Surveys	Average Member Satisfaction – Retirement Planning Conferences
Retirement Systems	Member Surveys	Overall Average Member Satisfaction (fiscal year)
Retirement Systems	Overpayments-Collections	Number of Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of General Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Death Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Disability Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Fire/Rescue Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Late Payment Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Return to Work Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Award Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Money Change Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Waiting Period Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Earnable Allowance Cases Sent to Compliance Team
Retirement Systems	Overpayments-Collections	Number of Collections Cases Closed - Paid in Full
Retirement Systems	Overpayments-Collections	Number of Collections Cases Closed - Payment Plan
Retirement Systems	Overpayments-Collections	Number of Collections Cases Closed - Flagged
Retirement Systems	Overpayments-Collections	Number of First Letters Sent
Retirement Systems	Overpayments-Collections	Number of Second Letters Sent
Retirement Systems	Overpayments-Collections	Number of Files Sent to Attorney General
Retirement Systems	Overpayments-Collections	Number of Files Sent to Department of Revenue
Retirement Systems	Overpayments-Collections	Accounts Outstanding (Total)
Retirement Systems	Overpayments-Collections	Total Dollars Collected
Retirement Systems	Overpayments-Collections	Total Overpayment Balance
Retirement Systems	Overpayments-Collections	Overpayments Balance Change
Retirement Systems	Overpayments-Collections	Total Overpayment Balance - DIPNC
Retirement Systems	Overpayments-Collections	Total Overpayment Balance - All Others
Retirement Systems	Overpayments-Collections	Total Overpayment Balance - Interest Invoices
Retirement Systems	Overpayments-Collections	Total Repayments in Progress - DIPNC
Retirement Systems	Overpayments-Collections	Total Repayments in Progress - All Others
Retirement Systems	Overpayments-Collections	Percent Balance In Repayment
Retirement Systems	Overpayments-Collections	Percent of Outstanding Debt due to DIPNC

Retirement Systems	Overpayments-Collections	Percent of Second Letters Sent Within 48 Hours
Retirement Systems	Overpayments-Collections	Percent of Attorney General Letters Sent Within 48 Hours
Retirement Systems	Payroll	Payees on Monthly Payroll
Retirement Systems	Payroll	Amount Paid – Monthly Payroll
Retirement Systems	Payroll	Amount Paid – Supplemental (non-refund) Payroll
Retirement Systems	Payroll	Amount Paid - Supplemental Death Payroll
Retirement Systems	Payroll	Amount Paid - Refund Payroll
Retirement Systems	Payroll	Average Amount Paid - Monthly Payroll
Retirement Systems	Refunds	Number of Refund Applications Received
Retirement Systems	Refunds	Number of Refund Applications Processed
Retirement Systems	Refunds	Number of Refunds Paid
Retirement Systems	Refunds	Defect-Free Refunds - % of Refunds Checked
Retirement Systems	Refunds	Average Days to Prepare a Refund
Retirement Systems	Refunds	Percent Meeting Estimated Date
Retirement Systems	Retirement	Retirement Applications (Fm6) Received
Retirement Systems	Retirement	Retirements Requested for this Month
Retirement Systems	Retirement	Number of Benefit Calculations (Fm6E) Mailed
Retirement Systems	Retirement	Percent Paid in Month Requested
Retirement Systems	Retirement	Percent Paid on time if app rec'd >= 60 days prior
Retirement Systems	Retirement	Average Days to process Fm 6 to Fm 6E
Retirement Systems	Retirement	Percent Apps Rcvd >= 60 days Before Retirement Date
Retirement Systems	Retirement	Percent Apps Rcvd 30-59 days Before Retirement Date
Retirement Systems	Retirement	Percent Apps Rcvd < 30 days Before Retirement Date
Retirement Systems	Service Audit	Audits Done According to ORBIT
Retirement Systems	Service Audit	Percent of Retirement Applications Needing Service Audit
Retirement Systems	Service Audit	Average TAT of All Audits
Retirement Systems	Self Service	Total Retirement Estimate Visits
Retirement Systems	Self Service	Total SRIP Estimate Visits
Retirement Systems	Self Service	Total Service Purchase Calculations Visits
Retirement Systems	Self Service	Total Retirement Estimate Views
Retirement Systems	Self Service	Total SRIP Estimate Views
Retirement Systems	Self Service	Total Service Purchase Calculations Views
Retirement Systems	Self Service	MaintainBeneficiary.aspx - Visits
Retirement Systems	Self Service	EditBeneficiary.aspx - Visits
Retirement Systems	Self Service	MaintainBeneficiary.aspx - Views
Retirement Systems	Self Service	EditBeneficiary.aspx - Views
Retirement Systems	Self Service	Total Beneficiary Views
Retirement Systems	Self Service	Retirement Systems Estimator Visits
Retirement Systems	Self Service	Retirement Systems Estimator Views
Retirement Systems	Self Service	List of All Forms
Retirement Systems	Self Service	MaintainAddress.aspx
Retirement Systems	Self Service	ViewTaxDocuments.aspx
Retirement Systems	Self Service	MaintainTaxWithholding.aspx
Retirement Systems	Self Service	ViewAnnualStatements.aspx
Retirement Systems	Self Service	StatementofAccount.aspx
Retirement Systems	Self Service	MaintainDirectDeposit.aspx
Retirement Systems	SRIP Transfers	Monthly Transfer \$ Amount
Retirement Systems	SRIP Transfers	Count of Monthly Transfers
Retirement Systems	SRIP Transfers	Transfer \$ Amount Since Inception
Retirement Systems	SRIP Transfers	Transfer Count Since Inception
State and Local Government Finance	Fiscal Management	Audit Reviews
State and Local Government Finance	Fiscal Management	Unit Letters
State and Local Government Finance	Fiscal Management	Unit Visits
State and Local Government Finance	Fiscal Management	Cash and Investment Reports (LGC 203)
State and Local Government Finance	Fiscal Management	Memorandums
State and Local Government Finance	Fiscal Management	Local Government Bankruptcies
State and Local Government Finance	Fiscal Management	Group Presentations
State and Local Government Finance	State Debt Management	Date of Publication of Debt Affordability Study
State and Local Government Finance	State Debt Management	Debt Affordability Study meets Statutory Requirements
State and Local Government Finance	State Debt Management	Ten-year payout ratio
State and Local Government Finance	State Debt Management	Credit Ratings
State and Local Government Finance	State Debt Management	Secondary Market Filings completed by January 31
State and Local Government Finance	State Debt Management	State Debt Sales
State and Local Government Finance	Local Debt Management	Local Debt approved – dollar value
State and Local Government Finance	Local Debt Management	Local Debt Issued – transaction volume
State and Local Government Finance	Local Debt Management	Number of Denied applications

State and Local Government Finance	Local Debt Management	Number of local governments in default on debt
State and Local Government Finance	Local Debt Management	Revenue bonds issued for State agencies and boards
State Health Plan	Customer Experience	Average Speed to Answer Enrollment Exceptions Requested/Approved Attendance/participation Pre-65 Retiree Road Shows Medicare Retiree Enrollment Events Telephone Town Halls
State Health Plan	Health Plan Operations	Membership Reports
State Health Plan	Policy Planning & Analysis: Board Strategic Plan Scorecard	Patient Centered Medical Home (PCMH) Utilization • Increase in % of members receiving care at NCQA recognized PCHM practices
State Health Plan		Quality of Care • % of members with diabetes meeting clinical standards of care • % of members with persistent asthma meeting clinical standards of care • Asthma related emergency department visits • Asthma related inpatient hospitalizations
State Health Plan		Worksite Wellness • Increase in the number of worksites with active wellness programs
State Health Plan		Customer Satisfaction • Improve overall customer satisfaction score
State Health Plan		Annual Enrollment Service Level Agreements • SHP vendors serving members meet or exceed contractual performance requirements
State Health Plan		Member Engagement • Increase the number of unique registered member uses of the third party administrator website • Increase the average monthly usage of the TPAs provider search and transparency tools • Increase attendance at SHP provided educational events and road shows
State Health Plan		Financial Stability • Net Income/Loss within 2% of budgeted actuarial forecast • Per Member Per month claims expense within 2% of budgeted actuarial forecast • Average % of total claims cost paid by members through copays, deductibles and coinsurance at or below benchmark
State Health Plan	Policy Planning & Analysis: State Health Plan Strategic Plan Executive Summary Status Report	Prepared quarterly, this status report provides a high-level summary of overall SHP Strategic Plan progress. For each strategic initiative, colored indicators show outcomes or progress against key milestones as defined by SHP leadership.
State Health Plan	Policy Planning & Analysis: Financial	Loss ratios
Unclaimed Property	Recover Unclaimed Property - Receipts and Reporting	Monthly reconciliation of receipts activity with FOD.
Unclaimed Property	Recover Unclaimed Property - Receipts and Reporting	Funds must be deposited within 24 hours of receipt.
Unclaimed Property	Return Property to its Rightful Owner - Claims Processing	Monthly reconciliation of claims activity with FOD.
Unclaimed Property	Return Property to its Rightful Owner - Claims Processing	Within 90 days after a claim is filed, allow or deny the claim and give written notice of the decision to the claimant.
Unclaimed Property	Return Property to its Rightful Owner - Claims Processing	Within 30 days after a claim is allowed, deliver the property or net proceeds to the claimant.
Unclaimed Property	Protect the Assets of the Escheat Fund - Sale of Tangible Property	Within 3 years after receipt of abandoned property, sell it to the highest bidder at public sale.
Unclaimed Property	Protect the Assets of the Escheat Fund - Sale of Securities	Sale of securities 3 years after their receipt.